



AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application. Please amend Claims 1-5, 7, 9, 11 and 32 as follows:

1. (Currently Amended) A computer readable medium comprising computer readable instructions for ~~method of~~ providing client services, the computer readable instructions comprising instructions for:
providing a distributed Internet application (DIA) linked to a presentation tier, an integration tier and a business tier, whereby the presentation tier includes a page data structure providing a generalized view of data for a page supplemented by metadata for field labels, domain lists, edit rule definitions, and help content; and
coupling an application service to the presentation tier to determine task sequencing for updating and verifying a plurality of tasks related to data to be acquired from a database such that all of the plurality of tasks may be completed, verified, and error free in order to build a page data model from the data.
2. (Currently Amended) The ~~method as defined in~~ computer readable instructions of claim 1 comprising instructions for:
providing a plurality of business units of a provider of the DIA in the business tier, the business units being accessible through the integration tier.
3. (Currently Amended) The computer readable instructions of ~~method as defined in~~ claim 2 comprising instructions for:
providing a data tier for accessing data from any of the business units designated by a user of the DIA.
4. (Currently Amended) The computer readable instructions of ~~method as defined in~~ claim 1 comprising instructions for:
providing a page data structure controlled by the presentation tier.
5. (Currently Amended) A system for providing client services with the assistance of a single source comprising:

a distributed Internet application (DIA) maintained by an assisting party;

a computer system for accessing the DIA by a user;

the DIA including a presentation tier, an integration tier and a business tier,
whereby the presentation tier includes a page data structure providing a generalized view of data for a page supplemented by metadata for field labels, domain lists, edit rule definitions, and help content;

an application service coupling the integration tier and the presentation tier to determine task sequencing for updating and verifying a plurality of tasks related to data to be acquired from a database such that all of the plurality of tasks may be completed, verified, and error free in order to build a page data model from the data in the presentation tier; and

a plurality of business units of the assisting party being provided in the business tier, the business units being accessible through the integration tier.

6. (Original) The system as defined in claim 5 comprising:

a data tier coupled to the business tier and including data from any of the business units designated by the user.

7. (Currently Amended) A method of providing client services comprising:

maintaining a distributed Internet application (DIA) by a single source providing multiple business units;

including in the DIA, a presentation tier, an integration tier and a business tier,
whereby the presentation tier includes a page data structure providing a generalized view of data for a page supplemented by metadata for field labels, domain lists, edit rule definitions, and help content;

coupling an application service in the integration tier to the presentation tier to determine task sequencing for updating and verifying a plurality of tasks related to data to be acquired from a database such that all of the plurality of tasks may be completed, verified, and error free in order to build a page data model from the data in the presentation tier; and

providing the multiple business units of the single source in the business tier, the business units being accessible through the integration tier.

8. (Original) The method as defined in claim 7 comprising:
providing a data tier for accessing data from any of the business units.
9. (Currently Amended) A method of providing client services comprising:
a client communicating with a service provider;
the provider maintaining a client service tool including a presentation tier, an integration tier and a business tier, whereby the presentation tier includes a page data structure providing a generalized view of data for a page supplemented by metadata for field labels, domain lists, edit rule definitions, and help content;
coupling an application service of the integration tier to the presentation tier to determine task sequencing for updating and verifying a plurality of tasks related to data to be acquired from a database such that all of the plurality of tasks may be completed, verified, and error free in order to build a page data model from the data in the presentation tier; and
providing a plurality of business units of the service provider in the business tier, the business units being accessible through the integration tier.
10. (Original) The method as defined in claim 9 comprising:
providing a data tier for accessing data from any of the business units.
11. (Currently Amended) A method of providing client services comprising:
providing a multi-tiered E-platform architecture including:
a user interface;
a presentation tier coupled to the user interface, whereby the presentation tier includes a page data structure providing a generalized view of data for a page supplemented by metadata for field labels, domain lists, edit rule definitions, and help content;
an integration tier coupled to the presentation tier;
a business tier coupled to the integration tier; and
a data tier coupled to the business tier;
providing a distributed Internet application (DIA) linked to the presentation tier, the integration tier and the business tier;

coupling an application service to the presentation tier to determine task sequencing for updating and verifying a plurality of tasks related to data to be acquired from a database such that all of the plurality of tasks may be completed, verified, and error free in order to build a page data model from the data in the presentation tier; and providing a plurality of business units of a provider of the DIA in the business tier, the business units being accessible through the integration tier.

12. (Original) The method as defined in claim 11 comprising:
providing a presentation services framework in the presentation tier.
13. (Original) The method as defined in claim 12 comprising:
providing an application services framework and a connectivity services framework in the integration tier.
14. (Original) The method as defined in claim 11 wherein the data tier accesses data from any of the business units designated by a user of the DIA.
15. (Original) The method as defined in claim 11 comprising:
a page data structure controlled by the presentation tier.
16. (Original) The method as defined in claim 11 wherein a user communicates with the presentation tier through a communication channel such as one of a computer, a PDA device, a web enabled phone device, a business to business communication and a telephone device.
17. (Original) The method as defined in claim 11 wherein the presentation tier manages user interactions and communicates results of the user interactions to the business tier.
18. (Original) The method as defined in claim 11 wherein a user is one of a member, a member service representative, a customer, a customer representative, an agent and a vendor.

19. (Original) The method as defined in claim 13 wherein the application services framework functions as a mediation between the presentation services framework and the connectivity services framework.
20. (Original) The method as defined in claim 11 wherein each business unit provides at least one of products and services for a user of the DIA.
21. (Original) The method as defined in claim 11 comprising:
a data storage for each business unit.
22. (Original) The method as defined in claim 21 wherein the data storage relates to a specific user of the DIA.
23. (Original) The method as defined in claim 22 comprising:
providing an access code for accessing the data storage.
24. (Original) The method as defined in claim 11 comprising:
providing a user profile portion in the presentation tier.
25. (Original) The method as defined in claim 11 comprising:
providing an environment profile portion in the presentation tier.
26. (Original) The method as defined in claim 11 comprising:
providing a field edit services portion in the presentation tier.
27. (Original) The method as defined in claim 11 comprising:
providing a message display portion in the presentation tier.
28. (Original) The method as defined in claim 11 comprising:
providing a page data model; and
updating the page data model via a plurality of web pages.
29. (Original) The method as defined in claim 11 comprising:

a controller portion including a presentation controller and an application servlet.

30. (Original) The method as defined in claim 28 comprising:
providing a dynamic section generator portion in the presentation tier.
31. (Original) The method as defined in claim 28 wherein the updating is accomplished by responding through a Java Server page using a custom tag to extract data from the page data model.
32. (Currently Amended) The method as defined in claim 31 wherein the dynamic section generator generates an HTML code for the Java Server page automatically based on data in the page data model.
33. (Original) The method as defined in claim 32 comprising:
providing a dynamic section template to tailor a presentation of the dynamic section generator.
34. (Original) The method as defined in claim 11 comprising:
providing an application service manager.
35. (Original) The method as defined in claim 34 comprising:
controlling a task order in which data passes from the integration tier to the presentation tier.
36. (Original) The method as defined in claim 11 comprising:
providing a connectivity layer for continuously translating data passing between the data tier and the presentation tier.
37. (Original) The method as defined in claim 11 wherein the presentation tier includes a rules-based page flow mechanism for controlling the flow of pages within a particular presentation task.

38. (Currently Amended) ~~The method as defined in claim 11 wherein the presentation tier includes a page data structure providing a generalized view of data for a page supplemented by metadata for field labels, domain lists, edit rule definitions, help content and other extended attributes to enable generating the user interface for the page. A method of providing client services comprising:~~

providing a multi-tiered E-platform architecture including:

a user interface;

a presentation tier coupled to the user interface, wherein a user that is one of a member, a member service representative, a customer, a customer representative, an agent and a vendor, communicates with the presentation tier through a communication channel such as one of a computer, a PDA device, a web enabled phone device, a business to business communication and a telephone device, whereby the presentation tier controls a page data structure providing a generalized view of data for a page supplemented by metadata for field labels, domain lists, edit rule definitions, and help content and wherein the presentation tier includes a rules-based page flow mechanism for controlling the flow of pages within a particular presentation task;

a presentation services framework in the presentation tier;

an integration tier coupled to the presentation tier;

an application services framework and a connectivity services framework in the integration tier, wherein the application services framework functions as a mediation between the presentation services framework and the connectivity services framework;

a business tier coupled to the integration tier; and

a data tier coupled to the business tier;

providing a distributed Internet application (DIA) linked to the presentation tier, the integration tier and the business tier;

coupling an application service to the presentation tier to determine task sequencing for updating and verifying a plurality of tasks related to data to be acquired from a database such that all of the plurality of tasks may be completed, verified, and error free in order to build a page data model from the data in the presentation tier;

providing a plurality of business units of a provider of the DIA in the business tier, wherein each business unit provides at least one of products and services for a user of

the DIA, the business units being accessible through the integration tier, whereby the data tier accesses data from any of the business units designated by a user of the DIA and the presentation tier manages user interactions and communicates results of the user interactions to the business tier;

providing a data storage for each business unit, wherein the data storage relates to a specific user of the DIA;

providing an access code for accessing the data storage;

providing a user profile portion in the presentation tier;

providing an environment profile portion in the presentation tier;

providing a field edit services portion in the presentation tier;

providing a message display portion in the presentation tier;

providing a page data model;

updating the page data model via a plurality of web pages, wherein the updating is accomplished by responding through a Java Server page using a custom tag to extract data from the page data model;

providing a controller portion including a presentation controller and an application servlet;

providing a dynamic section generator portion in the presentation tier, wherein the dynamic section generator generates an HTML code for the Java Server page automatically based on data in the page data model;

providing a dynamic section template to tailor a presentation of the dynamic section generator;

providing an application service manager;

controlling a task order in which data passes from the integration tier to the presentation tier; and

providing a connectivity layer for continuously translating data passing between the data tier and the presentation tier.